

# WorkNet Pinellas

## Classification Description

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**Classification Title: Career Counselor**

**Department: Case Management, Adult & DW, Direct Client Services, Re-Employment and Eligibility Assessment**

**Pay Grade: 22**

**FLSA Status: Non-Exempt**

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### **Purpose**

This position is responsible for career/employment planning, job placement and the management of WorkNet Pinellas customers. This position provides vocational, educational, and job search counseling and services to individuals and delivers on-going, comprehensive case management of program participants to enable them to become employed. The position will focus on the Workforce Investment Act (WIA), Food Stamp Employment and Training (FSET) and/or Welfare Transition Programs (WTP) as well as other assigned Special Projects or Programs.

### **Job Duties and Responsibilities**

#### **Essential Functions:**

- Coordinate services to customers including the development, implementation and tracking of Career Plans, ITA's (Individualized Training Accounts), assessments, budgets and the tracking of progress by the customers
- Ensure the applicant understands the parameters of the particular program offered
- Provide or coordinate a *comprehensive assessment* of the customer's strengths and needs
- Develop an individualized goal-oriented plan (*individual employment plan*) based on specific objectives and local program SOPs to achieve the ultimate goal of stable, unsubsidized employment
- Address all customer identified needs and barriers with appropriate resolution plans and expected outcome achievement dates in customers' plans; incorporates assessment data, to include but not be limited to the TABE
- Coordinate the customer's participation in program-specific services (ex. work activity, on-the-job training) and community-based supportive services, providing referral or vouchers, as appropriate
- Develop customer budget and tracks expenditures/expenses
- Develop Individualized Training Accounts with customers, to include the development of a financial plan and budget matrix

- Assess and document customer training suitability
- Determine eligibility for funding, such as financial aid programs, PELL grants, student loans, scholarships
- Provide consistent *employment plan progress checks/training plan progress checks with appropriate modification* to ensure that the objectives are achieved
- Input data collection and update all progress in appropriate tracking system
- Refer customers to recruiter upon completion of 75% of training, or as local policy and procedures dictate
- Processes and/or prepares purchase orders as necessary
- Serve as an initial point of contact for walk-in applicants
- Conduct orientation and various workshops for new and existing customers
- Prepare and complete progress reports

**Additional Duties:**

Perform other duties as assigned

**Minimum Education and Training**

- Bachelor's Arts/Science Degree in Human Services or related field from an accredited college or university
- One (1) year related experience OR combination of experience in a counseling/social services/job placement related/rehabilitation setting in various jobs in private industry and studies in the Human Services field can be substituted for the degree or a combination of an Associate of Arts/Science degree and experience in the above fields
- Florida Workforce Professional Certification preferred

**Job Specifications**

- Ability to provide optimal customer service, to include acting as the customer's advocate, assuming a customer-centered approach
- Ability to work cooperatively with all staff as well as key personnel of agency partners in order to ensure effective communications/relations
- Ability to follow procedures and make decisions in accordance with Federal and program guidelines and practices

- Ability to maintain effective working relationships with others
- Proficient in the use of computers and computer programs (i.e., excel, Word, databases, Internet, etc.)
- Knowledge of assessment tools and techniques
- Ability to communicate effectively with people of all socioeconomic and situational backgrounds and employers
- Ability to identify participant needs and appropriate support services
- Ability to motivate program participants
- Ability to organize and prioritize work to be performed
- Ability to communicate effectively both orally and in writing
- Ability to work in a dynamic environment that requires the incumbent to be sensitive to change and responsive to changing goals, priorities and needs
- Ability to perform entry-level professional work including basic data analysis and synthesis, report creation, process performance, and regulatory or compliance activities Ability to prepare and/or process purchase orders
- Ability to manage or administer grant funds, including determining individual eligibility